## **Looking for Judicial ROAM?**

On September 1<sup>st</sup>, 2015, the Court moved to a new Judicial Case Management System designed by Pioneer Technology Group called Benchmark. The Court's ROAM website was replaced with the Pioneer Benchmark WEB search site, which boasts a host of new features and much potential for the future.

Please note that if you previously had an account with the Court for Judicial Case searches using the ROAM site, you will use the same email address as before. However, due to encryption and for security purposes, you will be asked to reset your Benchmark WEB password upon initial login. All accounts will have a default password of: **Pioneer1** 

If you have any questions or require any assistance with this transition to Benchmark WEB, please do not hesitate to contact the Court's Information Technology Division by email: <a href="https://helpdesk@probate.mobilecountyal.gov">helpdesk@probate.mobilecountyal.gov</a> or by phone at 251-574-6091 or 251-574-6092.

[Benchmark WEB pertains to Judicial Case Records only. The Court's Real Property, Marriage License and Records systems for deeds, mortgages, eRecordings and the accompanying ROAM website will remain unaffected at this time.]

Please click here to access Benchmark WEB, the Court's Judicial Case Management System.

## Problems resetting your password or searching?

A common issue with some Internet Explorer users requires a change to the browser's compatibility view settings. To modify your settings for full compatibility with Benchmark WEB, we recommend turning on Compatibility View mode. Below are the steps to perform.

Open your IE browser and select Tools from the menu bar, then select Compatibility View.

When the settings popup appears, click Add to place <u>mobilecountyal.gov</u> into the list of websites for Compatibility View. Click Close and then the text boxes for resetting your password or for searching should appear.

Note: You may have to reload the webpage for the changes to take effect.